

Glossary and Definitions

Consumer

Refers to a person making use of a mental health service.

Mental Health Clinicians

Refers to any member of the mental health team including the psychiatrist, registrar, resident, nurse, occupational therapist, clinical psychologist or social worker.

Questionnaires/Instruments/Outcome Measures

All these terms have the same meaning.

Mental Health Inventory (MHI)

The questionnaire that adult consumers may complete.

Strengths and Difficulties Questionnaire (SDQ)

The questionnaire that parents or adolescents may complete.

Collection of Consumer Outcome Measures is part of the Western Australian Mental Health Information Development Plan (MHIDP) initiative.

What if I have other questions?

If you would like to discuss any aspect of these questionnaires please don't hesitate to ask a staff member.

For additional information some agencies that may be able to assist include:

Australian Mental Health Consumer Network

Ph: (02) 6285 0111 Fax: (02) 6285 0112
www.amhcn.com.au

Council of Official Visitors

Ph: (08) 9226 3266 Fax: (08) 9226 3977
Freecall: 1 800 999 057

Health Consumers' Council

Ph: (08) 9221 3422 Fax: (08) 9221 5435
Freecall: 1 800 620 780

Mental Health Consumer Advocacy Programme

Ph: (08) 9221 7860 Fax: (08) 9221 5435

Office of Mental Health

Ph: (08) 9222 4099 Fax: (08) 9222 2351

WA Association for Mental Health

Ph: (08) 9420 7277
Fax: (08) 9420 7280

Western Australian Community Advisory Group

Ph: (08) 9221 7848
Fax: (08) 9325 7061

Consumer Outcome Questionnaires

What do they mean for you?



Department of Health
Government of Western Australia
Office of Mental Health

What are Outcome Measures?

Outcome measures are questionnaires that gather information about yourself (a consumer).

Some questionnaires (outcome measures) will be completed by clinicians and some completed by you.

What is the purpose of Outcome Measures?

The use of questionnaires (outcome measures) will help mental health clinicians better understand and address your needs.

The information obtained from the questionnaire will be analysed and the results will be made available to you.

How can I contribute?

You may be asked to complete an outcome measurement questionnaire.

You do not have to complete this questionnaire, but if it is completed it will provide clinicians with important information that can be used in your care plan.

What will the questionnaires ask?

Adult consumers may be asked to complete the Mental Health Inventory (MHI). This questionnaire was selected by adult consumers for use in Western Australia. The MHI will take 15 – 20 minutes to complete and asks questions about how you have been feeling over the last month.

The Strengths and Difficulties Questionnaire (SDQ) has been selected for children and/or adolescents and is completed by either the parent and/or adolescent. The SDQ asks questions about how you have been feeling over the last six months.

You may be offered a questionnaire to complete when you start using public mental health services, when you are reviewed by a service and/or when you are discharged from a service.

What are the benefits?

- You can work together with your case manager or the treating team to contribute to your care plan and set treatment goals.
- As a result of better understanding your needs, the best care possible can be given by mental health clinicians.
- Over time we may learn more about what treatments and interventions are effective in helping people with mental health problems.
- An additional benefit for Western Australia is better long term planning for mental health services (e.g. lack of suitable accommodation can be picked up in the questionnaires that clinicians complete).

How will confidentiality be maintained?

The current practices governing confidentiality and freedom of information apply to all outcome measure information.



What is happening in our State?

The use of outcome measures is common practice in mental health services throughout the world. All States and Territories around Australia are making the collection of outcome measures a part of their everyday clinical practice.

Mental Health Services in WA will start using the outcome measures in November 2002. Inpatient and community mental health services across all age groups will be involved. All clinicians in WA will be trained to use the outcome measures.

How else can I be involved in improving services for consumers?

The Department of Health is committed to consulting and involving consumers at all levels (e.g. policy, planning and training). If you are interested in participating, ask for details of your local Consumer Advisory Group at your clinic or contact the Mental Health Consumer Advocacy Programme on (08) 9221 7860. Please see the back of this brochure for information on other helpful agencies.